

2015

Volunteer Manual



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Volunteer Coordinator

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This Volunteer Manual will provide guidance in addition to the Employee Handbook. The Employee Handbook is available on the city's intranet site at <http://172.20.1.6/>

VISION

Eau Claire: Heart of the Chippewa Valley, Where Rivers and Ideas Converge

MISSION STATEMENT

We work together to meet public needs, provide for the common good, and deliver services essential for a healthy, safe, and sustainable community. We accomplish this through transparent and accountable governance, civic engagement, and collaborative problem solving.

VALUES

Service: Provided with energy, enthusiasm and the courage to lead, defined by operational excellence

Fairness: Acting honestly and with integrity in all transactions and dealings

Responsibility: Being inclusive and non-discriminatory in public practices while maintaining a healthy, respectful, fulfilling, and productive workplace

Integrity: Quality, accountability, motivation and performance are key factors in achieving success

Collaboration: Fostering a structure and culture promoting involvement, open communication, teamwork and cooperation

Opportunity: Building a community where people can thrive

Welcome!

On behalf of the City of Eau Claire Parks, Recreation & Forestry Department, I would like to take this opportunity to thank you for your interest in volunteering and making a positive difference in our community! With your commitment to volunteer, you have joined the ranks of over 1,000 individuals and groups who annually donate their time and talents to support our vision and mission of service.

Active participation by citizens – like yourself, is critical and a key component to the success of our nationally recognized department. Volunteers bring a wealth of skills, knowledge and experience that enables us to provide services and programs that would not otherwise be possible. From “coaching to trail blazing” - volunteers are truly our *community champions* and one of our greatest assets!

It is our goal to provide you with a rewarding experience that integrates your service with department needs in a safe and sound setting. With that goal in mind, the following handbook serves as a helpful tool in providing pertinent information and guidelines that will successfully introduce you to our Volunteer Program.

Thanks again for dedicating your time and talent toward making our community an exceptional place to live, work & play!

Sincerely,

Phillip Fieber

Phillip Fieber, Director

City of Eau Claire Overview

Welcome to the City of Eau Claire Volunteer Handbook. Eau Claire, located in north-western Wisconsin, about 85 miles east of Minneapolis-St. Paul, was incorporated in 1872 and currently has a population of over 65,000. The community has a diverse and expanding economic base in manufacturing, information technologies, health care, and retail trade. The city is home to the University of Wisconsin-Eau Claire, Chippewa Valley Technical College, and Immanuel Lutheran College.

The Parks Maintenance Division is responsible for maintaining approximately 650 acres of parkland, and 5.6 miles of recreation trails. The Parks Maintenance Division also maintains city sports and athletic facilities, including softball and baseball fields, football fields, soccer fields, ice rinks, boat landings, and volleyball courts. In addition, the Parks Maintenance Division provides support for special events and community festivals.

Recreation Department activities offered centered around four neighborhood summer playgrounds. Playground champions were crowned in track and field, bait casting, tennis, horseshoes, paddle tennis, free throws, checkers, and table tennis.

Outdoor and Indoor aquatics programs are offered through the use of the Fairfax Pool and School district facilities.

Adult and youth athletics programs include activities such as basketball, kickball, gymnastics, volleyball, and softball.

Par-Te-Rec is a program for special populations, adults with varying abilities and exceptionalities.

Leisure & Enrichment include activities such as art craze, culinary creations, and dance.

The Forestry Division is responsible for all trees on City boulevards (352 miles of city streets), as well as for all trees in city parks and on other city owned property. In addition to tree maintenance on public property, the City Forester also assists residents in handling Oak Wilt Disease, Dutch Elm Disease, Insect Infestations, and landscape planning and plant selection. The Forestry division also oversees the City-wide Christmas Tree Recycling Program, as well as the In-City bow hunting program.

The L.E. Phillips Memorial Public Library serves the residents of the City of Eau Claire, as well as residents of Eau Claire County through a contractual agreement. It is the largest library in West Central Wisconsin, the resource library for the ten-county Indianhead Federated Library System and a charter member of the MORE Consortium of Libraries that share an online catalog, as well as the loan of books, videos, DVDs, audiobooks and other materials.

Downtown Eau Claire, Inc. (DECI) is a non-profit organization dedicated to the revitalization of Downtown Eau Claire. It's the premier organization that creates a downtown that everyone recognizes, appreciates, and enjoys. DECI's work strengthens our Downtown, the heart of Eau Claire, thus benefiting our entire community. A strong downtown means a strong community for all those who live in the Chippewa Valley. Join us Downtown Eau Claire for our festivals, special events, and all that we have to offer!

The Eau Claire Coalition for Youth is the most comprehensive coalition in the Chippewa Valley. The Coalition is a partnership that brings together major non-profits, educational institutions, and city/county department heads to promote the educational, recreational and social needs of our youth and families. With a seventeen-year history, the Coalition continues to promote a coordinated response to programming efforts of youth-serving agencies while eliminating duplication. The Eau Claire City-County Health Department is recognized as a dynamic community partner that provides public health leadership, proactive education, advocacy and intervention for all communities and for all persons across the lifespan.

Points of Contact

Teri-Gene Conlin, Volunteer Coordinator – City of Eau Claire

(715)839-8285

Teri-Gene.Conlin@eauclairewi.gov

Dawn Comte, Superintendent of Recreation

(715)839-3894

Dawn.Comte@eauclairewi.gov

MaryBeth Berry, Coordinator Amazing Eau Claire Clean Up – Parks, Recreation & Forestry

(715)839-5039

MaryBeth.Berry@eauclairewi.gov

Kaylynn Stahlbush, Volunteer Coordinator-County of Eau Claire

(715)839-4763

Kaylynn.Stahlbusch@co.eau-claire.wi.us

Angie Sommers, Friends of the Library Administrative Coordinator

(715)831-5301

friendsofthelibrary@eauclaire.lib.wi.us

Salina Heller, Downtown Communications and Promotions Coordinator – City of Eau Claire

(715)839-4914

Salina.Heller@eauclairewi.gov

Diane Hunter, Medical Reserve Corps Volunteer Coordinator – Eau Claire City-County Health Department

(715)839-6287

diane.hunter@co.eau-claire.wi.us

Name of Direct Supervisor:_____

Phone Number:_____

Email:_____

Volunteer Opportunities

The City of Eau Claire has both ongoing and single day volunteer opportunities, for individuals or groups. Below is a list of our on-going volunteer opportunities. For a complete listing of volunteer opportunities available, please visit our website at <http://www.eauclairewi.gov/>. You may also contact Teri-Gene Conlin, Volunteer Coordinator at (715) 839-8285 or email her at Teri-Gene.Conlin@eauclairewi.gov.

Recreation Opportunities

Youth Sport Coaches

Par-Te-Rec

Aquatics

Skate Events

Special Events

Park & Forestry Opportunities

Adopt-A-Trail

Root for the Trees (Tree Planting)

Gather Round the Gardens (Garden Maintenance in our Parks)

Special Event Opportunities

Assist at one of the many community events in Eau Claire. Some of the events needing volunteers are Amazing Eau Claire Clean Up, Hands on Eau Claire–Boulevard Clean Up, Operation Blanket Eau Claire, Eau Claire Cares-Families Volunteering Together and Make A Difference Day Eau Claire.

L.E. Phillips Memorial Public Library-Friends of the Library

Downtown Communications and Promotions

Eau Claire County Medical Reserve Corps

Becoming a Volunteer

Application/Agreement

All volunteers must complete and sign the Volunteer Application & Agreement before volunteering with the City. If a volunteer is under 18 years of age, the form must be signed by a parent or legal guardian.

Background Checks

The City of Eau Claire reserves the right to conduct background checks, which includes, but is not limited to driving record, criminal record, etc. Background checks may be conducted annually.

Placement

Once you have become a registered volunteer, we will do all that we can to coordinate a suitable placement as soon as possible. We encourage our volunteers to get involved. There are many opportunities including assisting with special events, working on one day park projects, and becoming part of our Gather Around the Gardens and Adopt-A-Trail programs. Please contact Teri-Gene Conlin, Volunteer Coordinator if you have any interest. We are always looking for additional help. If your placement is not meeting your needs or expectations, please contact your supervisor and/or the Volunteer Coordinator. We will do our best to find another opportunity with a better fit.

Training

All permanent volunteers should receive a position description outlining their responsibilities. Volunteers will receive training and supervision appropriate to their position.

Supervision

Volunteers will be assigned a supervisor according to the position. The supervisor will provide an orientation and will keep ongoing communication with the volunteer. The supervisor will be listed on the position description.

Volunteer Guidelines and Information

Attendance

All volunteers should arrive on time for their agreed upon work schedules. Volunteers are asked to please advise their program supervisor as far in advance of an absence as possible.

Reporting Hours

It is important for some departments to track volunteer hours. You may be asked to record your hours.

Dress Code

Volunteers, like staff, are responsible for presenting a good image to the public. Volunteers should dress appropriately for the conditions and performance of their duties. Some positions may require a uniform.

Materials, Supplies and Equipment

Volunteers will be provided with the equipment and materials necessary to fulfill their volunteer duties. Please plan to pick up any needed equipment prior to the start of your program and return the items following the last day of the program. Eau Claire's property and materials may be used only for city purposes on city property.

Vandalism/Damage Equipment

Any unsafe situation, including broken glass, vandalism, broken playground equipment or other unsafe conditions should be corrected and reported immediately. Any graffiti or signs of vandalism must be reported and fixed ASAP. Please call the appropriate office or your supervisor to report damage to equipment, grounds, facilities, etc.

First Aid / Emergency Procedures

In the case of an emergency, complete first aid to the level of your training. If the injury is serious, call 911. If a staff member is available, please assist that individual in an emergency by obtaining first aid supplies / blood borne pathogen kits and assisting with crowd control. First aid kits and blood borne pathogen kits are located at most program locations. Accident Report Forms must be completed within 24 hours of an incident. Please contact your supervisor to complete the form.

Supervision of Participants

At no time should an EC volunteer leave a program participant at a site unsupervised. Contact your supervisor if there is a reoccurring problem with a child not being picked up.

Communication

Most problems can be avoided by communication. Volunteers should consult their immediate supervisor with any problems or concerns they may have. Please feel free to give suggestions and make recommendations. With everyone's input, we can make our programs and services even better.

Evaluation

Volunteers will receive regular feedback and evaluation from their supervisor. In addition, the volunteer is encouraged to regularly communicate their needs and satisfaction of their volunteer experience with their supervisor or the Volunteer Coordinator.

Discipline

Volunteers who do not adhere to the rules and procedures contained in this manual subject themselves to disciplinary action.

1. Oral reprimand
2. Suspension
3. Termination from volunteer position

Considering the seriousness of the offense, discipline may begin at the written warning or termination step. The above guidelines are not restricted to the rules and procedures contained in this manual.

A positive approach will be used. The City of Eau Claire reserves the right to dismiss a participant. Each situation will be evaluated on its own merit.

Alcohol / Drug Use

Drinking of Alcoholic beverages or the use of harmful drugs while on the job is prohibited. The City of Eau Claire will expect all volunteers to arrive to work in a physically sound working condition. Volunteers not arriving to work in a physically sound condition will be sent home and could be dismissed immediately. Volunteers may not bring alcohol or drugs to EC facilities.

Use of City Equipment

No City-owned equipment, vehicles, tools, supplies, machines or other items which are the property of the City shall be used for personal use by an employee, except when:

- 1) Written City policy allows for such usage (i.e. Electronic Communications Policy, Use of Phone and Mail Systems Policy, Copy Charge Policy); or
- 2) The item is available to the general public, and then only to the extent and upon the terms that such use is available to the general public.

Smoking

In accordance with City Ordinance Chapter 8.05, smoking is prohibited throughout the workplace. No person shall smoke or carry any lighted cigar, cigarette, pipe or any other lighted smoking equipment in any enclosed, indoor areas in City buildings or in or on any City vehicle or equipment.

In exterior areas of City-owned buildings, no smoking is allowed within twenty feet of an access point or forty feet from any building air intake system.

This policy applies equally to all employees, customers, visitors and volunteers.

Computer Use

Most volunteers will not have computer access. If computer access is necessary for the volunteer position, E-mail and internet use is limited to business purposes. This means that the City expects staff and volunteers to use e-mail and the internet for business related purposes to research relevant topics and obtain useful business information and to communicate with peers and City specific agencies, companies, forums and listservs. The City insists that staff and volunteers conduct themselves honestly and appropriately on the internet and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as they would in any other city dealings. All City policies apply to staff and volunteer conduct on the Internet, especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of City resources, sexual harassment, information and data security and confidentiality.

The Electronic Communications Policy/Internet Usage [can be referenced on the City Intranet](#).

Sexual and Workplace Harassment

The City of Eau Claire will not tolerate harassment. If you feel you are a victim of harassment by a co-worker or supervisor, complaints may be registered with the City of Eau Claire's Department of Human Resources, at 203 S. Farwell Street. All complaints registered will be fully investigated.

Equal Access

No participant shall, on the basis of race, sex, creed, national origin or disability, be denied equal access to programs, activities, services or benefits, or be limited in the exercise of any right, privilege, advantage, or opportunity.

Behavior

Participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to make recreation department programs safe and enjoyable for all participants. Additional rules may be developed for particular programs and athletic leagues as deemed necessary by staff and/or Board.

Participants Shall

Show respect to all participants and staff, any form of harassment will not be tolerated, refrain from using foul language, refrain from causing bodily harm to other participants or staff, show respect for equipment, supplies and facilities.

Acknowledgement of Receipt of Volunteer Handbook

Please sign, date and return to your supervisor or the Volunteer Coordinator. Thank you.

I have received a copy of the Volunteer Handbook, which outlines the policies and procedures for the City of Eau Claire Volunteers. I have read and understand the information in it, and agree to abide by the policies during my time as a department volunteer.

I understand that it is my responsibility to secure information from my supervisor or the Volunteer Coordinator if I have any questions or concerns about any of the information outlined in this handbook.

I understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time, at the sole option of the Department, with or without notice.

Name (please print) _____

Signature _____

Date ____/____/____